



CHUCK e. FOCUS

Week 46 – November 16, 2018

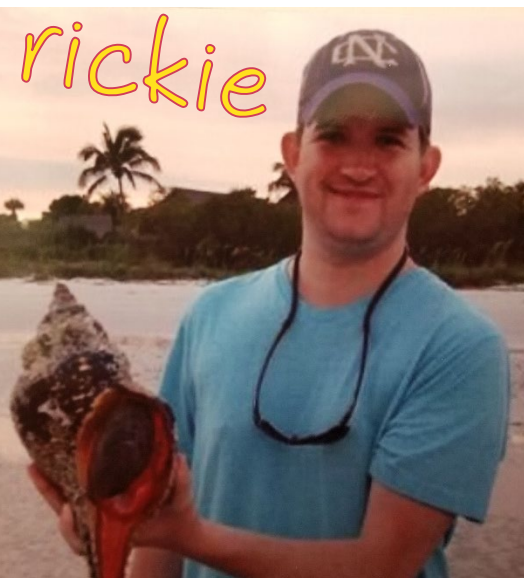
CHECK OUT THESE NUMBERS!

**SHOUT OUT TO THESE OUTSTANDING RESTAURANTS FOR
MAKING THE TOP 10 IN SALES INCREASE LAST WEEK!**

Restaurant	2017	2018	YOY
1. Houston FM 1960, TX #032	\$29,629	\$43,831	47.9%
2. Placentia, CA #442	\$22,626	\$32,329	42.9%
3. Glen Burnie, MD #474	\$27,108	\$38,506	42.0%
4. Doylestown, PA #762	\$17,852	\$24,882	39.4%
5. Lubbock, TX #933	\$16,162	\$22,153	37.1%
6. Harlingen, TX #864	\$20,865	\$27,852	34.0%
7. Annapolis, MD #050	\$22,173	\$29,502	33.1%
8. Salisbury, MD #771	\$14,332	\$18,963	32.3%
9. Potomac Mills, MD #071	\$56,324	\$74,230	31.8%
10. Pensacola, FL #065	\$20,974	\$27,452	30.9%



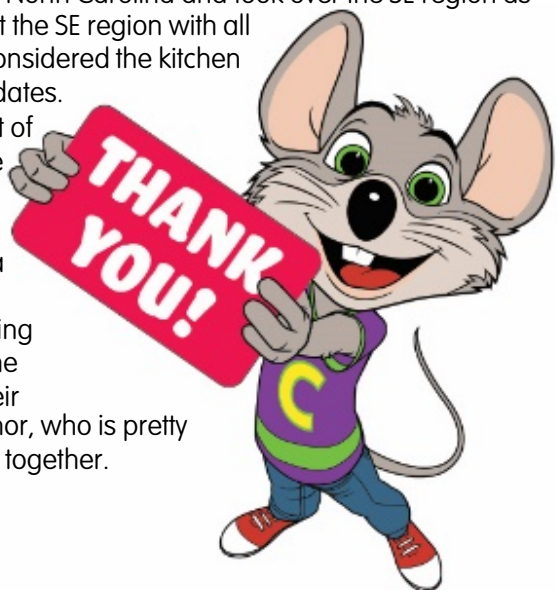
MEET YOUR SUPPORT!



oceanfront place in Emerald Isle, NC. He has an 8 year old son named Connor, who is pretty much his 8 year old twin. They enjoy playing video games and going fishing together. Thank you Rickie, for all you do for CEC!

Rickie Moore joined the Chuck E. Cheese family back in 2004 as a General Manager of the Rocky Mount, NC restaurant. After a short stint as GM of both Rocky Mount and Durham, he relocated to the Northeast Region as the Regional L&D Manager in 2006 and stayed in the NE until 2012, when he moved back to his home area North Carolina and took over the SE region as L&D Manager. Rickie helps out the SE region with all training initiatives, and he is considered the kitchen guru for all standards and updates.

During Rickie's time being part of the L&D Team, he has had the opportunity to travel and visit almost 400 of the Chuck E. Cheese restaurants. Rickie is a lover of real BBQ and was a certified pit master before joining CEC. Rickie enjoys spending the summers with his family at their



WHAT CAN WE DO FOR YOU?



a&b moments...

I already filled out the survey on my receipt, but it was so brief I wanted to write and let you know how fantastic your Tulsa location is. We moved here recently from South FL and have been to multiple CEC locations in our area, but it was not our favorite place to go. We had saved up my daughters tickets for a few years and we had not been to a CEC in quite some time. We decided to go on Saturday and had discussed before that we would finally cash in her tickets and plan to never return. Boy were we in shock! The new All You Can Play was FANTASTIC, the service was impeccable, and we all left with smiles on our faces. We then returned on Monday for the free hour of play and I also had a free mini pizza (which I had never had CEC pizza since I was a child). The pizza was delicious (and I am not a fan of pizza in general). Not to mention EVERY staff member was smiling, helpful, and attentive (we were there between 4:30-6:00 PM). Absolutely a delight. We cannot wait to return!

Southeast Region
Norman, OK #893
RVP Bill Eich
DM Anthony Chapa
GM Shaun Mendez

Katie at the Mentor Chuck E. Cheese's is by far amazing at her job. I normally don't really write reviews or comments unless it was a bad experience. She impressed me with her ability to give way beyond the expectations I have ever experienced at this location before. The 14 kids party we had there was nothing but amazing! She is awesome and deserves recognition for the amazing job she did. I have never experienced such high end service like this before and she really went above & beyond! I would spend thousands to have that type of service again, thank you Katie!

Northeast Region
Mentor, OH #743
RVP Chris Kelly
DM Dennis Sanders
GM Courtney Martin
Cast Member Katie

There was a Cast Member who caught my eye amongst a busy fund raiser we went to for my daughter's school, he practically ran back & forth taking out orders. It was crazy busy, kids asking for help with games, people asking him for their food and orders being called out for him to bring out; I wanted cheese & crushed peppers, I felt bad asking him only because he was very busy doing a 3 man job all by himself (taking out orders, cleaning up and helping kids with games), but I asked anyways and although he was probably going crazy, he kindly smiled and asked "where are you sitting?" I pointed to where I was sitting at he then kindly said I'll take it to you right away! I thought for sure he was going to forget he had a lot going on, I was surprised to see him at my table! I just had to ask him for his name and he replied his name was Matt. No matter how busy or overwhelmed he was he had a great attitude. Very kind and super helpful I overheard 2 different people praising him for his great job and his helpfulness. Great asset to your company!

Western Region
Granada Hills, CA #429
RVP Jim Brawley
AD Steve Charlebois
GM Yessenia Ortega
Cast Member Matt

anniversaries

20+ YEARS

35 YEARS
Cathy Leonard
General Manager ~ 449

30 YEARS
Troy Chaney
Regional Tech Mgr ~
Western Region

20 YEARS
Steven Yaworski
Sr. Asst. Mgr ~ 544

20 YEARS
Jeremy Arant
Tech Mgr ~ 714

10 YEARS

Nohemi Canales ~ 087
Joshua Brown ~ 326
Juan Castillo ~ 453
Kayla Schultz ~ 552

5 YEARS

Vanessa Aranda ~ 109
Alexander Martinez ~ 307
Philip Lima ~ 496
Shai Anna Clark ~ 553
Pedro Torres ~ 588
Duc Tran ~
Sr. Admin, Auto Cad Operator

sales contest

Nov 19th - Dec 24th

BRACE YOURSELVES

HOLIDAY GIFT CARD SEASON IS COMING

Gift Card Cashier Sales Contest



Top Restaurant

Top restaurant wins
Sales Booster Plaque



Top 5 Restaurant Managers

win Sales Booster pins for everyone
on the team, and Managers receive
Sales Booster shirts



Top 100 Cashiers

Top 25 Cashiers: Win \$250
Top 26-50 Cashiers: Win \$100
Top 51-100 Cashiers: Win \$50

*Prizes are subject to payroll tax deductions. All sales contests will be monitored, audited, and subject to disqualification. Winners are to be calculated by total quantity of gift card sales/total F&B Sales.

It is time for our Annual Gift Card Sales Contest!

Contest Starts Monday, November 19th

Posters to arrive this coming week in
your Weekly Packet from the
Support Center

Let's Gear up for the Holidays!

2018 Holiday Gift Cards Promotion!

The Holiday Gift Card Season kicks off next week!
All restaurants will soon be receiving a Holiday POP
kit that contains:



New Gift Cards
(1 pack of 250)



100 Gift Card Boxes
(30 arrive by 11/21)
(70 arrive between
11/23-11/27)



**1 Holiday
Merchandise Stand**



**1 8 1/2 X 11 Holiday
insert for Gift Card
Stand**



**15 Cast Member
Buttons (for FOH)**

Also...

Check out the special Gift Card Offers coming up!

In restaurant promotion:

Buy a \$50 gift card, receive a free gift box!
(11/23-12/25 only, while supplies last)

Online Promotion:

Buy \$50 in Gift Cards, receive a \$10 Bonus Card! (US
Only)

- 11/23-12/25
- Maximum 4 bonus cards per guest.
- Bonus cards valid only 12/26/18-3/31/19. Not valid on Birthday Parties or group events

For further details regarding these promotions,
please refer to the email sent out by Marketing.



THANKS GIVING WEEK OFFER



From 11/19-11/25, all US Chuck E. Cheese's will be offering a special Thanksgiving Meal Deal!

FUN FOR ALL. FUN FOR LESS.®

ONLY \$59.99
TWO LARGE PIZZAS (1-Topping)
4 DRINKS, SMALL BONELESS WINGS,
2 45-MINUTE ALL YOU CAN PLAY CARDS

Available 11/19/18-11/25/18
 One coupon per transaction. In select locations only. In participating... locations.
 Not valid with any other offers. See cash value. ©2018 CEC

CHUCK E. CHEESE'S

Print this out or show on your mobile device.

Two Large, 1-topping pizzas, 4 drinks, small boneless wings, 2-45 minute AYCP cards for \$59.99

If you have any further questions or concerns, please reach out to marketing@cecenterentertainment.com



FACILITIES TIP

- All Managers and Store Techs should know how to create a work order in Verisae. This will help ensure someone on every shift will be able to enter work orders to get emergency repairs started and avoid delays.
- If a DM or DT has a change in the list of stores they manage, notify Facilities immediately. Profiles need to be kept up to date in Verisae and Entouch.
- As new Managers and Techs come on board, make sure they get familiar with Verisae. Facilities can help as needed and also provide a Verisae Quick Reference Guide.



Dennis FOLAND



Due to the holidays and CEC inventory, there will be some disruptions to your Dennis Foland deliveries. Please review your par levels and plan accordingly.

Thursday, Nov. 22nd and Friday, Nov. 23rd: Thanksgiving Holidays

Dennis Foland will be closed. They will resume processing orders on Monday, so deliveries will be delayed.

CEC Inventory: Dec. 6th and Dec. 7th

Dennis Foland will be closed
 Normal Operations will resume on
 Monday, December 10th.

Dennis Foland will be catching up from the previous week, so deliveries will be delayed with some possibly arriving the following week.

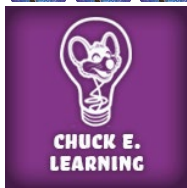
For any questions or concerns, please reach out to the merchandise department at merchandise@cecenterentertainment.com

AN EXTRA HAPPY BIRTHDAY!

Happy Birthday to Gail, who celebrated her 80th Birthday with us at Chuck E. Cheese's! Gail was super excited, along with all of her family members who joined her for her celebration. She is already planning to come back for her 90th birthday because she loves us that much!



Team Austin #951



RUBY Pin earner



Victoria Rogers



Gaby Gutierrez

The Bandera team could not be more proud of their two newest Elite Pin Earners, Victoria Rogers and Gaby Gutierrez! With almost 2 years under Victoria's belt, and 1 year for Gaby, these 2 girls have shot to the top and earned every single bit of praise and recognition from her peers, Managers, and the guests. They both are big on always keeping a smile on their faces at all times. Birthday parents are one of their top priorities, making sure they have everything they need and do not have to lift a finger. They also make sure the Birthday Star feels extra special on THEIR day! Thank you for all you do Victoria and Gaby, your pins are very well deserved!

~ Everything was clean! Gaby our hostess was amazing and overall the best! ~
 ~ I really enjoyed the great Guest Service we received from Gaby and all of the other employees at this location. The food was also very delicious. ~
 ~ Victoria who helped me was very nice and helpful and updated me on everything. ~
 ~ Our host Victoria was great! Very attentive even though she was helping another party as well. The Manager also made us feel welcomed. ~



Congratulations to Kim Perez, our next Elite Pin Earner from Team Weslaco! Kim has been part of the Chuck E. family for 11 months, and already she has won the hearts of our guests and her peers! Kim strives to provide the best experience for both the Birthday Star and their parents. She loves delivering great service and having fun while doing it, all part of what makes working at Chuck E. Cheese's so much fun! Thank you Kim, for all your hard work and what you do, your pin is very well deserved!

~ Great Guest Service and our party hostess Kim was awesome and kind! ~
 ~ Or server Kim allowed us to enjoy family and friends. She got our food, drinks, cake, and everything we needed without hesitation and lots of smiles. ~



cake knives

We have updated our cake cutting knives! These knives ARE re-usable, but if they get thrown out or taken home by the guest it will not break the bank!

These cake servers MUST be used with all birthday parties to cut and serve cakes, NOT the plastic knives used to serve pizza!



Foland Item # 55559
Cake Cutter – Black
(50 each/bag)
Price: \$4.60

If you have any further questions, please reach out to purchasing@cecentertainment.com



SAPPHIRE Pin earner



In April, Victoria Flores earned her Ruby Elite Pin. Now just 7 months later, she has risen to the challenge once again, earner her Sapphire Pin! Victoria gets high praises for her great hospitality with every party. She treats each birthday child like family and makes sure they are having the best time of their lives, no matter what. Thank you Victoria for all you do, and congratulations on this AMAZING accomplishment!

~ The atmosphere of the establishment is very kind and friendly. Our host Victoria was awesome, she was friendly, professional, caring, considerate, and patient. She helped me with everything; brought my stress level down. Her help allowed me to enjoy the party! ~
 ~ Our hostess Victoria was wonderful! She was always checking on us and making sure we were all fine. ~

CHUCK E. CHEESE'S

HOT JOBS

General Manager



049 ~ Lancaster, CA
390 ~ Monrovia, CA
410 ~ Sacramento, CA
414 ~ Murrieta, CA
785 ~ Orange, CA
430 ~ Tampa, FL
436 ~ Clearwater, FL
600 ~ Alpharetta, GA
612 ~ Athens, GA
869 ~ Columbus, GA

059 ~ Streamwood, IL
678 ~ Joliet, IL
931 ~ Southbend, IN
480 ~ Middletown, NJ
738 ~ Sharonville, OH
074 ~ Antioch, TN
595 ~ Ft. Worth Hulen, TX
343 ~ Spokane North, WA
603 ~ Appleton, WI
843 ~ West Allis, WI

NEW!
UNIT

649 ~ Howard Beach, NY
653 ~ Yonkers, NY

NEW!
UNIT

Tech Manager

355 ~ Valencia, CA
373 ~ Gilroy, CA
397 ~ Macarthur Park, CA
422 ~ Garden Grove, CA
444 ~ San Bruno, CA
463 ~ Waterbury, CT
420 ~ Brandon, FL
430 ~ Tampa, FL

345 ~ Bloomington, IL
961 ~ Topeka, KS
963 ~ Lexington, KY
771 ~ Salisbury, MD
334 ~ Ann Arbor, MI
795 ~ Blaine, MN
542 ~ Union, NJ
840 ~ Amherst, NY

561 ~ Colerain, OH
450 ~ Snyder Plaza, PA
529 ~ Springfield, PA
860 ~ Sioux Falls, SD
416 ~ Arlington, TX
928 ~ Midland, TX
930 ~ Beaumont, TX
056 ~ Richmond, VA

NEW!
UNIT

649 ~ Howard Beach, NY
653 ~ Yonkers, NY

NEW!
UNIT

Please visit www.chuckecheese.com/careers to review all open Chuck E. Cheese positions



peter piper pizza.

Please visit <http://www.peterpiperpizza.com/search-jobs.html> to review all open Peter Piper Pizza positions